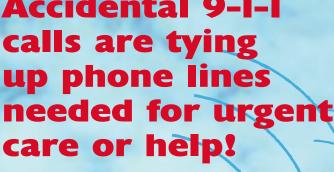
**Accidental 9-1-1** calls are tying up phone lines needed for urgent care or help!







#### THE PROBLEM

Cell phones can call 9-1-1 without the owner knowing that a 9-1-1 call has been made.

- Accidental 9-1-1 calls occur when the phone is placed in a pocket, belt clip or purse, and the "9" or a pre-programmed emergency button is bumped.
- **■** Even cell phones without a dial tone or active service can still call 9-1-1. Before an old cell phone is given to children to play with as a toy, remove the phone battery.

**IS YOUR CELL PHONE CAUSING A** 

For more information, contact **Washington State Enhanced 9-1-1 Office** at 1-800-562-6108 or visit our Web site at: www.emd.wa.gov



**Washington Military Department Emergency Management Division** 

**Enhanced 9-1-1 Program** Camp Murray, WA 98430-5122

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Accidental 9-1-1 calls occur so often they are overloading Washington's 9-1-1 phone system. A 2004 survey of Washington's counties indicated that one-half of all 9-1-1 cell phone calls made were accidentally dialed.

### THE SOLUTION

# IT'S AS EASY AS 1. 2. 3.

Help prevent this growing crisis. Eliminate misdialing by following three easy steps:

- **1** LOCK YOUR KEYPAD. Refer to your phone's user manual for instructions.
- **2** TURN OFF THE 9-1-1 AUTO-DIAL FEATURE. Not all cell phones have this feature.
- **3** DO NOT PROGRAM 9-1-1 INTO THE SPEED DIAL.

If you do accidentally dial 9-1-1, stay on the phone. Tell the 9-1-1 operator that your call is a misdial before you hang up.

Do your part. Be an informed cell phone user. Free up 9-1-1 phone lines for real-life police, fire or medical emergencies.

With these simple steps, the life or property you save may be your own.

## Cell Phone ABCs for 9-I-I Calls

Cell (cellular) phones are an important public safety tool, but they also create challenges for public safety and emergency responders.

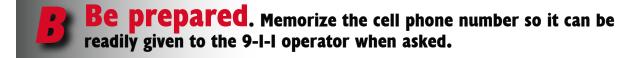
Since 9-I-I calls made on cell phones *may not* automatically provide the 9-I-I operator your phone number and approximate location, *be ready* to provide this critical information.



If you are in an area where your cell phone is searching or scanning for a signal, or there is no signal, your 9-1-1 call may not go through. If this happens, either move for a better signal or find the nearest telephone and call for help.

# It is important for cell phone users calling 9-I-I to remember some basic ABCs:

Always be Aware of your surroundings. Tell the 9-I-I operator the location of the emergency. Provide landmarks such as cross streets and mileposts.





Stay Connected. Do not hang up until told to do so. If you should get disconnected, call the 9-I-I operator back.